

Leadership and Management Skills for Women

Tuesday, February 13, 2007
9:00 a.m. to 4:00 p.m.
Ontario Airport Marriott
2200 East Holt Blvd., Ontario, CA

In this seminar you'll learn...

- The 6 most important tools you can have as a leader
- How to acquire a leader's mindset and image
- Tips for eliminating communication habits that rob you of authority
- How to prepare yourself for the next level of success
- And much more!

Is your leadership career going according to plan? Ever feel like you run into unspoken rules, imaginary boundaries and contradictory messages no matter where you turn? When it comes to getting results, do you ever feel like it's "one step forward, two steps back"? Feel as though others don't think you're as credible as your male counterparts? If you're nodding your head in agreement, you need to attend this workshop. It's one of those rare opportunities to acquire and master specific and usable skills to carry out every one of your demanding responsibilities with unshakable confidence and competence. It's tailor-made for women leaders like you who face difficult challenges every day and need solutions that work. After attending, you'll be a better manager and leader—and feel confident to take the place you so richly deserve at the leadership table.

Develop all the "right stuff"

- The labels women leaders are given—and how to keep them from holding you back
- Self-quiz: Honestly assess where you need improvement—even small changes pay big dividends!
- 5 key challenges faced by every woman leader sooner or later
- What men can do at work that you shouldn't
- Keeping an eye out for new opportunities to take risks—and take charge
- The many benefits of knowing your unique leadership style, what works and what gets you stuck
- 3 quick-results steps for improving your leadership effectiveness
- How to separate being liked from being respected

Capitalize on the power of direct communication

- Why some leaders almost instinctively fail to listen
- Getting heard in meetings: Pounding the table won't work, but these tips will
- When you must bear responsibility for a mistake ... how and why to put a positive spin on it
- How to communicate directly and professionally—with your whole body
- 3 facts that will make speaking in public a whole lot less stressful
- How to avoid the tendency to hold back when men are present (The "Speak early, speak often" rule)
- How to say "no" when appropriate—without sounding like the "Queen of Mean"

Take on the toughest conflicts

- How to disagree without being called names (you know which ones we mean) behind your back
- Conflict: When the voice in your head says "Run away," here's how to talk back to it
- The top 7 sources of conflict on the job—and how the wisest women leaders handle them
- Resolving conflict among employees—what is a leader's role, really?
- How to appear immune to cruel words, potshots and personal attacks (even when you're not)
- Face and conquer the reasons your emotions sometimes get in the way
- How to protect yourself from jerks and other difficult people

Project credibility and earn the respect you deserve

- 2 types of networks and how each is a major resource for women on the way up
- The difference between bragging and claiming value for what you've accomplished
- Increasing your visibility: How to overcome the double bind women often find themselves in
- How to stop talking too fast, apologizing, over-explaining—and making other credibility-robbing mistakes

Approach diversity as an opportunity, not a problem

- 4 major myths of diversity—and how to make it your job to debunk them
- How to make supervising employees with different values, lifestyles and views a positive part of your job
- When an employee is young enough to be your child—or old enough to be your parent: A timeless management principle to put into practice
- Why and how to have a plan—and a passion—for creating a diverse culture
- Responding to gender bias: Tips ... and a few warnings
- How to create a welcoming environment for workers with disabilities

Motivate, coach, delegate—and win employee support

- Why bother to delegate? Because you and your employees win
- 2 things to remember about keeping good employees on board
- Why some women feel uncomfortable giving praise—and why successful motivators don't think that way at all
- Using the technique of "fait accompli" to negotiate for what you want
- The key to motivating the unmotivated: Be very good at these 5 things

Make criticism and discipline work for you and your employees

- Don't soft-pedal when discussing poor performance—lay it all out on the table
- How to keep your feedback positive—even when the employee is angry or has endless excuses
- Disciplining employees: Don't go another day without knowing this simple truth
- Getting even the most contrary employees to do what they're supposed to do
- How allowing bad attitudes can tarnish your image faster than anything—get to the root of the problem fast

Where the rubber meets the road—plan your next steps on the road to success

- Behind closed doors: What top managers really look for when deciding who to promote
- The gift of honesty: How to find a mentor, ask for feedback and get it
- Why and how to create a vision statement of success—25 words or less, please!
- How to expand your possibilities—in spite of the subtle messages women get about where they "belong"
- Women don't have to work twice as hard to be good: Avoiding the tendency to overload yourself
- Putting work ahead of your personal life—things to think twice about

If you are interested in attending this seminar, submit your name via e-mail to Denise McGovern by February 7.